



Tell them what you really think!

Welcome!



Feedback

What is it?

- The 5th album by a rock and roll band, called Spirit
- A superhero on the Beta Flight team in Marvel comics
- A high pitched squealing or whistling
- eBays system for rating buyers/ sellers



Feedback

What is it?

- Giving someone information about:
 - What they do well so they know they are on track and can repeat it
 - What they could improve and possibly some suggestions for how to achieve that



Feedback What is it?

- We constantly give and get feedback
- This session is designed to help you:
 - Give it intentionally
 - Do it well
 - Respond to feedback effectively



Feedback Game

- | | | |
|---------------|---|----------------------|
| •Policeman | → | •Give feedback |
| •Manager | → | •Put out fires |
| •Fire-fighter | → | •Get minerals |
| •Nurse | → | •Receive feedback |
| •Employee | → | •Arrest criminals |
| •Miner | → | •Look after patients |



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Feedback

Who is involved?

Feedback could be given by:

- A manager to an employee
- An employee to a manager
- An employee to a fellow employee



Feedback

Self assessment

- I often tell people when they have done something well
- I tell them specifically what/ why it was good
- I give feedback when things don't go well
- I am specific about what didn't work
- I consider the other person's style when giving feedback
- I often ask for feedback
- I recognise that feedback is rarely personally motivated
- I understand that it is difficult for someone to give me feedback



Feedback

Why is it important?

- Encourages two way communication
- We know when we are being effective
- Opportunity for development
- Provides recognition
- Mistakes aren't repeated, good things are
- Good for a team to talk openly, honestly and fairly

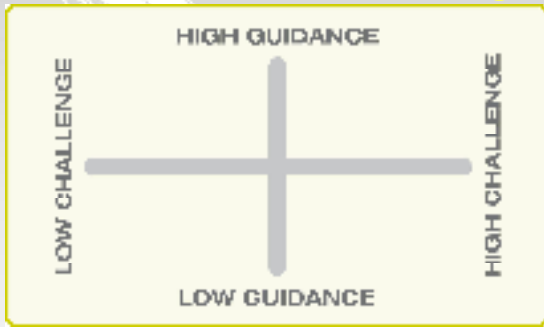


Feedback Five types

- None: useless
- Negative: no place for this. Worse than none
- Praise: nice, feel good
- Specific: helps them repeat or correct
- Self: only in certain situations



Feedback Guidance/ challenge





Feedback Honesty/ brutality





Feedback Honesty/ brutality

- Gentle/ dishonest
 - Nothing changes and tensions 'fester'
- Gentle/ honest
 - Good place to start, may be all that is needed





Feedback Honesty/ brutality

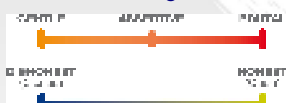
- Assertive/ dishonest
 - Destructive, sidetracks from real issue
- Assertive/ honest
 - Most effective option, good messages are heard





Feedback Honesty/ brutality

- Brutal/ dishonest
 - Highly destructive, you will wish you hadn't, no value at all
- Brutal/ honest
 - Destructive, good messages get lost





Giving feedback Intention

- Reinforcement: keep doing what they are doing the way they are doing it
- Redirection: do something different or do something differently



Giving feedback Reinforcement

- Well done, etc is OK
 - Praise
 - Low challenge but also low guidance
 - Honest without being brutal
- Is it enough?



Giving feedback Redirection

- Use the DESC formula
 - Describe the behaviour
 - Explain the Effect
 - Offer a Solution
 - Outline the Consequences



Giving feedback Redirection

When you yelled at me (D), I felt threatened and angry (E). If you talk to me about mistakes without yelling (S), I will work really hard not to repeat them.



Giving feedback Redirection

When you didn't call the client back as quickly as they expected (D), they felt as though we were ignoring them (E). If you clarify expectations with the customer (S), you will find it easier to keep them happy (C).
